

## AFGE LOCAL 520

803-239-7685 | PO BOX 1778 • COLUMBIA SC 29209

April 28, 2018

VBA FOIA Officer, Gwendolyn Smith

810 Vermont Avenue -(20M33) VACO

WASHINGTON, DC 20420

### FREEDOM OF INFORMATION ACT REQUEST

Under the Freedom of Information Act, 5 U.S.C., subsection 552, this petitioner is requesting the following information:

All documents or artifacts that list or contain information related to production outages or production interruptions pertaining to Veterans Benefits Administration (VBA) system or applications, from January 1, 2017 to present. This request includes but is not limited the following applications:

CRM Enterprise	CRM-E	VASI ID: 2005
Veterans Benefits Management System	VBMS	VASI ID: 1728
Beneficiary Fiduciary Field System	BFFS	VASI ID: 2004

The records request should contain the name of the event, date, time and duration, area (geographical area) that the event affected, applications impacted, the business impact and the cause— of the production service disruptions. To clarify, production outages or production service interruptions are activities that affect the ability for the employee to execute their work or perform their assigned duties and may include activities with the applications listed above, but may also include network instability, network latency, wide area network outages, local area network outages, planned and unplanned system outages and other unavailability. Furthermore, the petitioner is requesting a current version of the document titled “Field Outage Dashboard.” This document was cited by the San Diego Regional Office Director staff during several stakeholder meetings and is sent out on a regular basis to Regional Office Director Staff.

FORMAT: The petitioner requests that the records be provided in an electronic format. Please mail all the compiled records on a compact disc or equivalent to the petitioner’s address.

Since these records are requested by a non-profit labor organization, and the records are pertaining to the petitioner and the bargaining unit employees they represent, no fees should be charged under FOIA, however if the agency deems that there are applicable fees for searching, reviewing or copying records, please notify before processing, if the amount exceeds 100.00 United States Dollars.

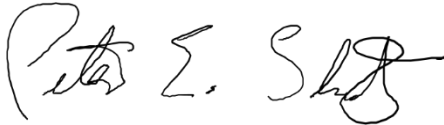
If you deny all or any part of this request, please cite each specific exemption you think justifies your refusal to release the information and provide notification of appeal procedures available under the law.

The petitioner's mailing address is:

AFGE LOCAL 520  
PO BOX 1778  
COLUMBIA, SC 29202

Tel: 803-239-7685

Sincerely,

A handwritten signature in black ink, appearing to read "Peter E. Shvetz", written in a cursive style.

PETER E. SHVETZ

## AFGE LOCAL 520

803-239-7685 | PO BOX 1778 • COLUMBIA SC 29209

April 28, 2018

Office of Assistant Secretary for IT

OI&T FOIA OFFICER

810 Vermont Avenue -(005R1C) VACO

Washington, DC 20420

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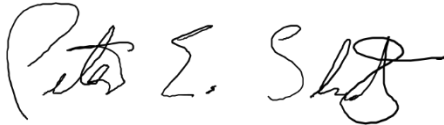
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